

We Claim

1. A method for rapid and simplified remote monitoring on screen activity of a computer work station with voice capabilities from another computer with voice capabilities and a monitor with both of said computer having their own operating systems and said computer to be monitored has loaded and is running a shared library loaded into memory comprising,
  - a. Obtaining rectangular screen coordinates changed in a window,
  - b. Storing said changed rectangular screen coordinates obtained,
  - c. Polling said stored obtained changed rectangular screen coordinates at predetermined time sequences,
  - d. Obtaining window graphics using said stored changed rectangular screen co-ordinates at said predetermine time sequences polled,
  - e. Sending changed window graphics obtained with said stored changed rectangular screen coordinates to another computer, and
  - f. Updating said another computer screen with said obtained window graphics which are the regions changed therein for rapid and simple updating of monitor changes on said monitor being monitored.
2. The method of claim 1 further comprising
  - a. Processing overlapped rectangular screen coordinates changed in a window before sending said obtained window graphic to another computer, and
  - b. Sending said processed overlapped rectangular screen coordinates changed for a window region once to said other computer with said obtained window graphics for said processed overlapped rectangular screen coordinates.
3. The method of claim 2 further comprising;
  - a. Using one call from said processed overlapped rectangular screen coordinates changed to obtain window graphics for display to said another computer.

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4. The method of claim 3 wherein said processing of overlapped rectangular screen coordinates changed further comprises;

a. Comparing rectangular screen coordinates changed in a window for overlapping coordinates; and

10 b. Creating new rectangular screen coordinates from said overlapped rectangular screen coordinates changed in a window.

15 5. The method of claim 4 wherein said creating new rectangular screen coordinates from said overlapped rectangular screen coordinates changed in a window further comprises;

20 a. Creating new rectangular screen coordinates from said overlapped rectangular screen coordinates changed in a window where said one set of overlapping rectangular screen coordinates is encompassed by said other set of overlapping rectangular screen coordinate, and

25 b. Creating new rectangular screen coordinates from said overlapped rectangular screen coordinates changed in a window and for any portion of said rectangular screen coordinates changed but not overlapped.

6. The method of claim 5 further comprising;

30 a. Continuing to compare rectangular screen coordinates changed in a window for overlapping coordinates;

35 b. Creating new rectangular screen coordinates from said overlapped rectangular screen coordinates changed in a window until no overlap coordinates exist; and

40 c. Sending said new rectangular screen coordinates with one call to obtain window graphics for display to said another computer within said new rectangular screen coordinates.

7. The method of claim 6 further comprising;

a. Obtaining rectangular command prompt coordinates changed from

operating system,

- b. Storing said changed rectangular command prompt coordinates obtained from said operating system,
- c. Polling said stored obtained changed rectangular command prompt coordinates at predetermined time sequences,
- d. Sending changed rectangular command prompt coordinates stored to another computer and
- e. Updating said another computer screen with said obtained changed rectangular command prompt coordinates for rapid and simple updating of monitor command changes on said monitor being monitored.

8. The method of claim 7 further comprising;

- a. Monitoring at least one or more monitors used as computer work stations from said another computer;
- b. Selecting said at least one work station monitor to monitor;
- c. Connecting said voice monitoring of said selected work station monitor to pick up said voice and screen monitoring for simultaneous monitoring of voice and screen changes on said another computer and monitor.

9 The method of claim 8 further comprising;

- a. Activating a recording function to digitize and record said voice monitoring of said selected work station monitor to record said voice communications.

10 The method of claim 8 further comprising;

- a. Connecting by voice over internet protocol said voice monitoring of said selected work station monitor to pick up said voice and screen monitoring for simultaneous transmission of monitoring of voice and screen changes on said another computer and monitor.

11. The method of claim 10 further comprising

- a. Activating a recording function to record said voice monitoring and said screen monitoring for play back.

12. The method of claim 9 further comprising;

- a. Evaluating an agent at said computer work station;
- b. Recording said evaluation in preselected categories; and
- c. Creating an overall evaluation of said agent.

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